

6.9 Voice and Video Telecom Services (Schedule 3.3 – Appendix 9)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3 – Appendix 9, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3 – Appendix 9, Section 3 Voice and Video Telecom Services Requirements), at the defined service levels (as outlined within Schedule 3.3 – Appendix 9, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3 – Appendix 9. Commonwealth considers the Vendor to agree to all Schedule 3.3 – Appendix 9 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.9.1 Voice and Video Telecom Solution Overview

Instructions to Vendors: Provide an overview of the Voice and Video Telecom Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 9. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal Format document.

The Commonwealth Partners' Vision for the Commonwealth

The Commonwealth Partners envision a Voice and Video Services environment that closely aligns both agency-specific and enterprise-wide applications, intelligently leverages the scale of the Commonwealth for cost-effective connectivity, consistently delivers superior levels of service, and provides a challenging development opportunity for network staff. Our extensive experience with voice/telecom network development and operations within large State governments and enterprises allows us to rapidly complete the voice and video network environment take-over and transition that the Commonwealth is seeking, while reducing operating costs and raising critical service levels to the customer.

Today, the Commonwealth operates an extensive and diverse voice/telephony network, along with selected video communications assets and circuits. The configuration has grown from the needs of individual agencies/departments, with limited opportunity to consolidate common facilities and practices across the Commonwealth as a whole. The Commonwealth provides basic voice and video services and functionality, at generally low unit costs. However, it has not fully capitalized on opportunities to reduce costs through optimization and application of efficient and effective practices, nor has it formulated a path for evolving to IP-based communications and capturing the benefits from voice/video/data converged networks. The Commonwealth Partners' vision is designed to accomplish these goals.

Solution Description

The proposed Voice and Video Telecom solution is designed to meet the following key objectives:

- Provide a Voice and Video services infrastructure that meets the Commonwealth's increasing needs for high availability, scalability, reliability, and security, and consistently satisfies the target Service Levels specified by the Commonwealth
- Delivers Voice and Video service technology platforms that equip End-Users with required features and functionality, along with the support processes that enable Commonwealth users to make effective and productive use of these capabilities
- Combine the inherent purchasing and negotiating power of the Commonwealth with The Commonwealth Partners' proven experience deploying standardized technology and processes to achieve maximum price-performance in the acquisition and delivery of Voice and Video Telecom services
- Establish and maintain consistent and efficient administrative, operational, and management processes to enable high performance, capacity, functionality, and cost-effectiveness of Voice and Video Telecom Services

The Commonwealth Partners will deliver a Voice and Video Services solution that encompasses the following major elements:

- **Assume responsibility for the Commonwealth's voice and video** services and operations
- Identify and **address opportunities for improvement**, including consolidating duplicate facilities and standardizing services and operations
- Implement **common telecom management tools** (or interfaces to carrier-provided tools) for usage analysis, tracking of usage and facility costs, reporting, asset/circuit management, usage and fraud detection/control, billing/charge-back, etc.
- **Deploy alternative services and innovative technologies** (e.g., IBM's ViaScribe voice recognition technology) that offer incremental functionality to address critical agency needs, while maintaining commensurate cost-effectiveness levels
- Implement a **business-case justified migration strategy** for migration to **IP Telephony** and Voice-Video-Data Convergence
- Provide **services in accordance with target SLRs** under a simplified per-unit service pricing model

The Commonwealth Partners will focus on several key tasks during the Transition period, including:

- Current state assessment and inventory – complete/refine/update Due Diligence results
- Provide voice network connectivity support for the Service/Help Desk deployment in far-western Virginia
- Contract review of rates and terms, and possible transfer of carrier contracts, to the extent that this proves advantageous to the Commonwealth
- Voice and video services and solutions optimization (see chart below illustrating the preliminary scope of voice services optimization opportunities to evaluate across the Eligible Customers)

Telephone Services		Telephone Cost Reduction Initiatives
Mobile	Cell Phone	<ul style="list-style-type: none"> • Optimize voice device selection protocol • Optimize users available minutes SVC plan • Introduce reimbursement caps on cellular plans • Reduce roaming charges by targeting high-roamers • Develop and communicate "Best Practices"
	Calling Cards	<ul style="list-style-type: none"> • Cancel and reissue only selected calling cards
	AV Conferencing	<ul style="list-style-type: none"> • Use conference feature on regular phone instead of setting up a bridge when attendance is small
Inbound Toll-free		<ul style="list-style-type: none"> • Optimize call routing to avoid multiple call transfers • Incentives for customers to use web/email services
Long Distance		<ul style="list-style-type: none"> • Selective country call blocking • Optimize call routing through lowest cost carriers • Limit number of telecom service providers (carriers) • Renegotiate LD rates • Introduce awareness programs to reduce usage
Local		<ul style="list-style-type: none"> • Pay-per-call blocking • Increased use of electronic messaging • Increased use of voice messaging vs. direct dialing • Audit of telephone lines not in use

Illustrative

Evaluate specific opportunities for deploying complementary, innovative technologies in support of customer needs; a prime example is IBM's Access Suite ViaScribe Voice Recognition Application Solution, which can provide business benefit to the Commonwealth in several potential areas, including:

In Help/Service Desk environments the solution reduces training costs and improves CSR consistency.

For "Train-the-Trainer" requirements, this service will allow us to provide real-time, multimedia (audio, text, documents, and video) training materials, establishing consistency and reuse.

The service enables the capture and caption of text from Webcasts and streaming video for important events (e.g., Governor's speeches).

— **Redacted**

Benefits/ Future State

The Commonwealth and its end users will receive tangible benefits from this Voice and Video Services solution, including the following:

- Potential cost savings from optimized voice service utilization and tariff optimization (Experience in similar situations has yielded savings of over 10% in selected areas, such as cellular usage and rate plan optimization, Long Distance tariff renegotiation, and audio/video conferencing efficient-use practices.), which translate into reduced unit-cost of service to the agencies
- Consistent and improved service levels, based on the comprehensive use of monitoring and reporting tools and processes, centered around the NOC
- Business-justified deployment of innovative technologies such as voice recognition and IPT
- Network modernization/re-engineering and "service provider delivery model" provides an attractive development path for absorbed staff

6.9.2 Voice and Video Telecom Service Environment Acceptance and Exceptions



Check - Vendor agrees with Schedule 3.3 – Appendix 9, Section 2, except for the elements listed in the table below.

Table 48. Voice and Video Telecom Service Environment Issues

Redacted

6.9.3 Voice and Video Telecom Service Requirements Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment components as attachments to the proposal where required and as indicated in Schedule 3.3 – Appendix 9, Section 2.



Vendor agrees with Schedule 3.3 – Appendix 9, Section 3, except for the elements listed in the table below.

Table 49. Voice and Video Telecom Services Requirements Issues

Redacted

6.9.4 Voice and Video Telecom Service Management Acceptance and Exceptions



Check - Vendor agrees with Schedule 3.3 – Appendix 9, Section 4, except for the elements listed in the table below.

Table 50. Voice and Video Telecom Service Management Issues

Redacted

6.9.5 Voice and Video Telecom Management Tools

Describe the automated tools used in the delivery of this service in the table below.

Table 51. Voice and Video Telecom Management Tools

Redacted